

Kalamazoo Public Library
OFFICIAL MINUTES OF THE BOARD OF TRUSTEES
PUBLIC MEETING
Date: March 23, 2015
Time: 4:00 p.m.
Location: Central Library Board Room

TRUSTEE ROLL CALL:

Present: Robert Brown, Bruce Caple, Lisa Godfrey, Kerria Randolph, Cheryl TenBrink, James VanderRoest, and Valerie Wright

Absent: None

CALL TO ORDER:

President Caple called the meeting to order at 4:00 p.m.

AGENDA APPROVAL:

The agenda was approved.

I. RECOGNITIONS, RESOLUTIONS, COMMUNICATIONS

No recognitions, resolutions, or communications.

II. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the Board.

III. CONSENT CALENDAR

- A. *Minutes of the Meeting of February 23, 2015*
- B. *Personnel Items*

IV. FINANCIAL REPORTS

- A. *Financial Reports for the Month Ending February 28, 2015*

Recommendation: Director Rohrbaugh recommended the Board accept the Financial Reports for the month ending February 28, 2015.

MOTION: R. BROWN MOVED AND L. GODFREY SUPPORTED THE MOTION TO ACCEPT THE FINANCIAL REPORTS FOR THE MONTH ENDING FEBRUARY 28, 2015.

MOTION CARRIED 7-0.

V. REPORTS AND RECOMMENDATIONS

RECOMMENDATIONS:

- A. *Revised Budget*

Revised Budget: Director Rohrbaugh recommended the Board approve the General Operating Fund Close Estimate Budget for Fiscal Year 2014-2015 and the Special Revenue Fund Close Estimate Budget for 2014-2015.

Executive Summary: The Close Estimate Budget for Fiscal Year 2014-2015 adjusts both revenue and expenditure expectations to reflect current estimates. Revenue projections have been decreased from the Preliminary Budget by \$28,241 in total, reflecting new estimates for Property Taxes, Fines and Fees, State Aid to Public Libraries, and District Court Penal Fines.

The total of all revisions to the expenditure budgets results in an increase of \$35,888 over the Preliminary Budget. Salaries and Benefit projections have been increased a total of \$57,015 to reflect contractual and benefit census data as of July 1, 2014, the impact of revisions to the hourly wage rates, the elimination of the vacancy credit, and a 1.0 FTE temporary increase in the Library Assistants staffing table. Materials budget revisions result in a net reduction of \$8,277 representing the reconsideration of children's digital book subscriptions and the reclassification of charges to maintain the digital learning stations. Facilities budgets have been increased a total of \$21,800, reflecting electricity rate estimate increases, the repair and restripe of the Oshtemo Parking lot, and the replacement of the compressor on the Washington Square air conditioner. Purchased Services has been revised to also release budgeted reserves, recognize new contractual amounts, and increase the Security services line item budget to provide for additional guard hours at both Central and Eastwood branch. The net result of all revisions to Purchased Services is a reduction in budget of \$12,780. Other budgetary line items have been similarly adjusted.

The Net Excess of Revenue over Expenditures for the Close Estimate Budget is \$27,402, a decrease from the Preliminary Budget projection. However, due to the increase in the Beginning Fund Balance at the beginning of the fiscal year, Ending Fund Balance is projected to increase \$526,192 to \$6,250,766 as of June 30, 2015.

All revisions forecast in the Close Estimate Budget reflect continuing activities in Ready to Read, History Room Gifts, ONEPlace programming, KPL Antiracism Team activities, Children's Family Place, and Gifts and Memorials. No new projects or major grants have been anticipated. Variances reflected are due to the carryover of budget from the prior year and rebalancing of current year expectations.

Both Close Estimate Budgets have been reviewed and are supported by the Finance and Budget Committee.

Discussion: J. VanderRoest observed that the proposed budget follows the pattern from previous years: the first mid-year budget correction will show a slight decrease in the library's fund balance, which will likely be made up later in the year.

MOTION: J. VANDERROEST MOVED AND V. WRIGHT SUPPORTED THE MOTION TO APPROVE THE GENERAL OPERATING FUND CLOSE ESTIMATE BUDGET FOR THE FISCAL YEAR 2014-2015 AND THE SPECIAL REVENUE FUND CLOSE ESTIMATE BUDGET FOR 2014-2015.

MOTION CARRIED 7-0.*B. Meeting Rooms AV Project Budget*

Recommendation: Director Rohrbaugh recommended approval of an additional \$15,500 of unallocated CIP funds to match \$12,500 of ONEPlace Funding with an additional \$3,000 of contingency KPL funding to complete all of the AV meeting space upgrade project.

Executive Summary: Earlier this year, Convergent Technology Partners was asked to help KPL send out a Request for Proposal for an upgrade project for Central library's meeting room spaces. The base bid included all of the equipment required in each of the spaces to provide audio and video equipment and control per the requirements of each space. The opening of the bids was conducted on March 4th and resulted in the following:

Company	Van Deusen	Board Room	2nd Floor	Story Place	Bond Cost	Total Cost
Newkirk	\$27,920	\$33,392	\$2,260	\$6,797	\$554	\$70,923
Secant	\$20,805	\$25,974	\$2,001	\$5,118	\$435	\$58,083
Parkway	\$21,580	\$26,950	\$2,625	\$6,320	\$600	\$58,075
Tel Systems	\$18,587	\$23,081	\$2,051	\$5,717	\$490	\$49,926

Convergent Technologies has recommended that Kalamazoo Public Library accept the bid from TEL Systems, including Mandatory Alternate 1 to add integrated lighting control to the Van Deusen, and Voluntary Alternate 2 which would provide for a three year on-site warranty. Tel Systems provided references from three libraries in Michigan (Plymouth, West Bloomfield, and Ann Arbor), all provided excellent recommendations.

After discussions with Thomas Andrews regarding the usage and funding of the upgrade of the Board room, it was agreed that ONEPlace, as the major user of AV in that room, would support half, or \$12,500, of the cost of the upgrade for Board room.

Current Budget (CIP)	\$30,000	
ONEPlace Funding	\$12,500	Estimate at ½ cost of Board Room upgrade
KPL Additional Funding	\$12,500	Estimate at ½ cost of Board Room upgrade
Contingency (KPL)	<u>\$ 3,000</u>	
 Total Project	 \$58,000	

This proposal has been reviewed and is recommended for approval by the Finance and Budget Committee.

Discussion: V. Wright stated her appreciation for the funds put forth by the ONEplace to assist in paying for the AV upgrades being made to the Board room. Director Rohrbaugh said it was fortunate that the ONEplace had the funds in their budget. J. VanderRoest and Director Rohrbaugh agreed that the ONEplace makes good use of the Board room and are likely the most

frequent users of the audiovisual equipment in the room. L. Godfrey pointed out that since so many of the ONEplace participants are members of the public, it provides good exposure for library resources.

President Caple asked what the advantages to doing the upgrades all at once instead of incrementally were. Director Rohrbaugh stated the largest advantage was having the vendors in the building just once as opposed to prolonging the installation process.

MOTION: J. VANDERROEST MOVED AND L. GODFREY SUPPORTED THE MOTION OF AN ADDITIONAL \$15,500 OF UNALLOCATED CIP FUNDS TO MATCH \$12,500 OF ONEPLACE FUNDING WITH AN ADDITIONAL \$3,000 OF CONTINGENCY KPL FUNDING TO COMPLETE ALL OF THE AV MEETING SPACE UPGRADE PROJECT.

MOTION CARRIED 7-0.

REPORTS:

C. Financial and Statistical Review – Diane Schiller

Director Rohrbaugh introduced the presentation by reminding the board that in previous years, the library's auditors have typically conducted financial comparison studies between KPL and other libraries in Michigan. The Library's current firm did not conduct such a study this year, so it was decided in October that D. Schiller would conduct a similar study and report on her findings.

D. Schiller began by sharing population figures of Michigan library districts and explaining how Kalamazoo Public Library compares population-wise to other class VI libraries in Michigan. She continued by demonstrating KPL's relation to the same libraries in terms of millage figures, expenditures per capita, staff per capita, and collections.

Further comparisons focused on the following public library systems: Ann Arbor, Capital, Grand Rapids, Herrick, Kalamazoo, Kent, and Willard. KPL continues to be at the top of the scale in terms of expenditures per capita with Ann Arbor close behind. In most other categories, Kalamazoo Public Library appears rather typical in comparison to other districts, particularly those of similar size and district population. In a number of categories, there are anomalous figures reported by other libraries which tend to skew the results when averaged.

Discussion: President Caple raised the question about whether KPL spends more than most libraries on programming, and whether or not there was a way to investigate and quantify that. D. Schiller responded saying programming expenditures are not something that is reported to the State of Michigan. It would likely necessitate a phone call inquiry to each library regarding expenditures on programmer salaries, supplies, etc. Due to the amorphous nature of the term 'programming', it could mean different things to different libraries and would be difficult to track. Director Rohrbaugh explained, for instance, Grand Rapids Public Library's programming expenditures, such as author visits, is paid for by their foundation and therefore would not appear in their budget.

President Caple asked whether that sort of funding source was typical of other class VI libraries, to which Director Rohrbaugh replied she did not know for certain, but only thought of Grand

Rapids as an example of a library system with a vastly different programming structure.

L. Godfrey reaffirmed the idea that with a good number of libraries in the study reporting somewhat anomalous figures in a variety of categories, it can be difficult to fully understand where a given system truly stands in comparison to others, but the information is good to have nonetheless. D. Schiller agreed, and L. Godfrey added it is additionally important to be able to explain to the public where KPL feels it stands in relation to other libraries in southwest Michigan. Director Rohrbaugh agreed and stated KPL doesn't relate as easily to Detroit and other libraries in southeast Michigan.

J. VanderRoest added that our own somewhat anomalous expenditure figures can largely be explained by exploring the differences in things that Kalamazoo Public Library must pay for that other libraries do not.

Disposition: Trustees thanked D. Schiller for preparing and presenting her report.

D. Possible KRESA Partnership – Wendy Hand

Report: Director Rohrbaugh introduced W. Handy, Network Systems Specialist. Wendy began her presentation by providing some background information regarding KPL's current data center and server capabilities. Currently, there are three large servers that make up the data center which is housed within Central Library. The servers are now more than five years old and no more warranties can be purchased to protect them. Therefore, it is time to think about replacing them or thinking of viable alternative options.

As part of that process, IT spoke with KPL's current vendor and explored the option of outside hosting. The quotes from the vendors were exceptionally expensive. It is known that Kalamazoo Regional Educational Service Agency (KRESA) offers data hosting. Director Rohrbaugh reached out to KRESA and IT staff met with Brian Schupbach. KRESA currently provides data center hosting services for dozens of districts in Kalamazoo, Allegan, and Van Buren Counties. KRESA is a non-profit agency and therefore is able to offer KPL data hosting services at very reasonable rates, and would also save the library approximately \$12,000 per year due to software license sharing capability.

It became clear that data center hosting through KRESA was the best option, but the question of physically connecting to their network via fiber optic cable needed to be addressed. KPL had previously reached out to the City of Kalamazoo to ask about their data center hosting needs, and during that discussion it was revealed that the city is currently planning to begin a large fiber optic cable project to connect traffic lights. The City of Kalamazoo became interested in the idea of connecting their fiber circuits to KRESA's network and providing KPL with the means to connect to that network as well. The cost involved in this process is more affordable than any alternatives, and the advantages to this network would be increased broadband capability and more reliable data back-up systems.

At this point, there are a lot of elements that must come together to make the project a reality, but all parties involved have expressed their commitment to the library and their enthusiasm to make the connections a reality.

Discussion: B. Brown expressed his interest in the idea of connecting to the City of Kalamazoo's fiber network. President Caple asked whether the proposed collaboration would provide connection redundancies. K. King explained that KPL currently does not have connection redundancies, but the partnership with KRESA and the City of Kalamazoo would provide that capability. President Caple asked about KRESA's backup systems for the organizations with whom they partner. W. Hand stated KRESA had a number of off-site data centers for this purpose.

Director Rohrbaugh indicated that a contract with KRESA would most likely be necessary, but that would be decided at a later point. She pointed out that there would be some up-front costs associated with connecting to the fiber network, but over the short-term and long-term this project, as proposed, provides KPL with significant price breaks over alternative options.

President Caple inquired regarding the time frame for this project. W. Hand stated it was the City of Kalamazoo's intention to wait until the ground fully thaws and then begin digging along Lovell St. in early Summer. B. Brown asked whether W. Hand was confident in the data security capabilities of KRESA's network. W. Hand stated that since the network already carries confidential information, including HIPAA data, she was very confident.

Disposition: Trustees thanked W. Hand for her presentation.

E. Security Update – Kevin King and Chris Hawley

Report: Director Rohrbaugh introduced K. King, who oversees security for KPL, and Chris Hawley, Lead Guard through Securitas. She reminded trustees that winter is always the toughest time of year in regards to patron behavior and every day security needs.

K. King began by stating security at KPL is of primary importance, and it is complex due to its unscheduled, unpredictable nature. There are three priorities regarding safety at KPL. They are, in order: people, property, violation of rules. These were established in order to provide guards with a way to prioritize their attention at points in which they have more than one security issue to address. K. King continued by explaining the incident report form, stating that staff are always encouraged to fill out the form liberally in order to obtain the best possible data, provide multiple perspectives on a single incident, and identify locations within the library that may require additional oversight.

K. King introduced C. Hawley, stating that he believes the current guard staff is the best KPL has ever had. The current staff, when combined with recently upgraded surveillance equipment, has led to the resolution of a large number of incidents, and especially the identification of banned patrons visiting the library in violation of their ban. K. King then asked C. Hawley to explain the idea of the 'broken windows theory'. C. Hawley stated it was a criminology theory which demonstrates a correlation between buildings and facilities that are allowed to decay and an increase in undesirable behavior. He argued the same was true regarding the rules in the library; therefore, the guards make it a priority to address the comparatively minor issues of sleeping patrons, those with food, making noise etc. in order to create an atmosphere of orderliness. C. Hawley explained the approach of the guards as having customer service overtones. K. King

stated C. Hawley, in particular, was very good at de-escalating potentially eruptive situations and has been asked by a number of departments within the library to talk to staff about how he does this.

K. King then shared some statistics regarding banned patrons and incident reports, and pointed to a 51% increase in banned patrons between winter 2014 and winter 2015.

Discussion: Regarding the number of incident reports, President Caple asked whether that number took into consideration staff filling out reports about the same incident. K. King indicated it did not, and that was something IT is looking into in order to make the data more accurate. He also supposed, however, that there are still a number of incidents occurring which do not result in the filing of a report.

C. TenBrink asked how many banned patrons attempt to appeal their ban. K. King and Director Rohrbaugh agreed that the number was low, perhaps between a half dozen and dozen per year. L. Godfrey asked whether staff regularly encounter new types of negative behavior or if patrons are typically banned for regularly occurring behaviors. K. King indicated it was more often the latter, such as aggression towards staff. Director Rohrbaugh stated one emerging behavior pattern is that of banned patrons ignoring their ban. K. King agreed, and pointed to increased camera quality and the dissemination of banned patron photographs. He indicated that perhaps banned patrons had an easier time in the past remaining undetected, particularly those that elect to visit multiple library locations.

J. VanderRoest asked how the length of a ban is determined. K. King explained that while ban durations are applied in a somewhat fluid manner, they typically fall into the 30/60/90 day and one year durations. He pointed to the 'one day ban' as having a good degree of utility when applied by our guards. It is typically used to address patrons who are breaking the library's Code of Conduct in a relatively minor fashion. The guards understand that patrons will have bad days for a variety of reasons, and the 'one day ban' allows the patron to return shortly thereafter when they are perhaps in a better state of mind. V. Wright indicated it had been a long time since a banned patron had appealed their ban to the Board of Trustees.

J. VanderRoest asked how frequently calls to the police are made. K. King pointed to some statistics collected on the matter and showed that in 2014, 64 calls to Kalamazoo Public Safety were made, while by March of 2015, already 54 calls had been made.

C. Tenbrink asked whether there were any women on the guard staff. K. King replied that KPL currently had no female guards, but that has not always been the case. C. TenBrink asked how many juvenile patrons are involved in incidents. K. King and C. Hawley explained that typically security issues arise when juvenile patrons gather in small groups, but individually, they are quite well behaved.

L. Godfrey asked whether specific areas of the library are more vulnerable than others. C. Hawley stated the more remote areas of the non-fiction collection have been an issue. K. King pointed out that it tends to change based on where security and staff are focusing their efforts.

Disposition: Trustees thanked K. King and C. Hawley for their report.

F. Legislative Update – Diane Schiller

Report: D. Schiller began by giving an update on House Bills 4261 and 4262. The first seeks to add libraries to the list of places in which a concealed or open-carry weapon may not be carried. The second would classify as a felony offense the third instance of carrying a weapon in such places.

House Bill 4183 would create the ‘Local Government Public Notice Act’ which sets up guidelines for the posting of local government public notices online as opposed to using newspapers. If successful, it would take shape over the next decade.

D. Schiller continued by briefly discussing House Bill 4048 which seeks to slightly change compensation rates for members of a governing board, and House Bill 4182, which would disallow a board member of a public organization to vote via remote, electronic participation in a given meeting.

Finally, the District Library Act has been passed as House Bill 5868. It was signed in January, allows for the reorganization of a District Library following the withdrawal of a member agency, and provides the ability to re-draw district boundaries as necessary. Additionally, there is a Senate Bill in the works which would allow for a School Library to join a library district- a provision that previously existed, but had a ‘sunset’ clause attached.

Discussion: No discussion.

Disposition: Trustees thanked D. Schiller for her report.

VI. COMMITTEE REPORTS

- A. Finance and Budget Committee – J. VanderRoest stated the committee met in March and will be meeting in April as well.*
- B. Personnel Committee – V. Wright said the committee will be meeting in early April.*
- C. Fund Development and Allocations Committee – No meeting.*
- D. Director’s Building Advisory Committee – No meeting.*

VII. OTHER BUSINESS

A. Director’s Report

Report: Director Rohrbaugh began by addressing several monetary gifts from the Friends of Kalamazoo Public Library including the annual gift, mini-grants, scholarship gifts and travel grants.

She continued by stating two staff members and K. Randolph had recently attended a workshop at the Kalamazoo Community Foundation as part of their continued involvement with the Antiracism Transformation Team. Furthermore, the team has requested that all managers and board members attend either the two and a half day or one day 'Healing Racism' workshops currently offered by ERACCE and the YWCA.

She reminded trustees that the Hub Card program will be launching shortly as a six month trial in which non-residents will be able to access KPL's digital lab for the cost of \$10.00 per month.

Director Rohrbaugh drew trustees' attention to two items regarding facility upgrades. KPL will be receiving a credit from Consumer's Energy to upgrading lighting fixtures at Washington Square from HID to LED. Additionally, the phone system upgrades throughout KPL are well underway and staff will be switching to the new system completely by the end of the week.

Finally, she noted that the Safety Committee has suggested the addition of one extra guard to the staff at Central for late afternoons and evenings until mid-spring. This guard will be primarily stationed at the entrance to the building.

Discussion: L. Godfrey asked for an update on Reading Together programs. Director Rohrbaugh stated the program held at the Eastwood branch the previous week was successful. M. Cockrell stated that all the tickets for the film showing April 22nd have been given away.

V. Wright asked whether there is anything that emerged from the webinar recently offered on the Freedom of Information Act. Director Rohrbaugh stated she and D. Schiller have made plans to make some changes to the library's policy surrounding the release of information necessitated by a FOIA request.

Disposition: Trustees thanked Director Rohrbaugh for her report.

VIII. PERSONS REQUESTING TO ADDRESS THE BOARD

No one addressed the Board.

IX. COMMENTS BY TRUSTEES

- L. Godfrey had no comments.
- V. Wright said she overheard some wonderful patron conversations at a recent Reading Together event. Patrons were very appreciative of the Reading Together program. She also pointed out that topics recently covered in a PLA magazine article regarding safety in libraries made her appreciative of the Safety Committee and the Security Update from K. King and C. Hawley.
- C. TenBrink expressed her anticipation of the Global Reading Challenge finals being held on April 27th.
- K. Randolph said he greatly enjoyed Jerry Dennis's Reading Together presentation.
- R. Brown recently began a research project, utilized three or four areas of KPL and received fantastic customer service from staff.
- J. VanderRoest had no comments.

III. A.

- President Caple mentioned that Joan Jarl recently passed away. She and her husband Ralph have been very active in Reading Together organization at Friendship Village.

X. ADJOURNMENT

Hearing no objection, President Caple adjourned the meeting at 5:33 P.M.

X _____
Robert Brown
Secretary